



# Instructions for Completing the Continuous Quality Immunization Improvement Process Customer Tool



The Continuous Quality Immunization Improvement Process (CQIIP) Customer tool is used to assist immunization operations with meeting compliance in the 8 Standards for Military Immunizations IAW the Department of Defense (DOD) Joint Instruction (AR 40-562, BUMEDINST 6230.15B, AFI 48-110\_IP, CG COMDTINST M6230.4G) and the Centers for Disease Control and Prevention (CDC) General Recommendations on Immunizations. Please note this tool is NOT intended to be used for inspection purposes.

## Step 1 – Completing the CQIIP Customer tool:

- a. Downloading the CQIIP Customer Tool:** You can download the CQIIP Customer Tool from the Defense Health Agency's (DHA's)-Immunization Healthcare Branch (IHB) website – [www.vaccines.mil/CQIIP](http://www.vaccines.mil/CQIIP) or you may receive it via email from your Immunization Healthcare Specialist (IHS).
- b. Completing the CQIIP Customer Tool:** Fill out the CQIIP Customer Tool by checking the answer that best reflects your site's answer to the questions (e.g. yes, no, check all that apply, or explain). The questions asked will help you assess your site's ability to meet each of the eight Standards for Military Immunizations.
- c. Submitting the CQIIP Customer Tool:** Send the completed CQIIP Customer tool to your local DHA-IHB IHS for review and recommendations on ways to improve your immunization process.
- d. Receiving the DHA-IHB CQIIP Customer Reference Guide:** Upon submission of the CQIIP Customer Tool, a CQIIP Customer Reference Guide will be sent to you via e-mail from your DHA-IHB IHS. This guide provides detailed DOD and CDC references and resources for the eight Standards for Military Immunizations.

## Step 2 –IHS Review of CQIIP Customer Tool & Site Visit:

- a. IHS Review of CQIIP Customer Tool & Schedule of Site Visit:** Once your IHS receives your CQIIP Customer tool, they will review it and coordinate for a future face-to-face site visit. The purpose of the IHS's visit is to assist your site in implementing a safe and effective vaccine program that reflects the eight Standards for Military Immunizations.

IHSs possess an in-depth understanding of the DOD, CDC and Services immunization policies and procedures and educational tools. They will share best practices, immunization resources, information, and knowledge during their visit. The IHSs will thoroughly review the immunization program and make recommendations to ensure the appropriate quality improvement mechanisms are met IAW the DOD Joint Instruction.

- b. IHS Site visit:** IHS will conduct and complete a CQIIP assessment at your site and provide recommendations and resources for any shortfalls identified.
- c. DHA-IHB CQIIP and the After Action Report are completed and sent to the customer:** Upon completion of the Site visit, the IHS will send a DHA-IHB CQIIP After Action Report (AAR) outlining their assessment and recommendations. The AAR is normally available within 7-10 days after the visit. The Site can use the AAR to implement changes to improve the quality of your immunization program.

**SUMMARY:** DHA-IHB is committed to enhancing the health of Service Members and beneficiaries, by promoting excellence in immunization policy and practice. DHA-IHB recommends completion of the CQIIP Customer tool on a semi-annual basis as a means for "self-assessment" of your immunization program to ensure compliance with current standards of care. The CQIIP Customer tool and recommendations from the AAR can be used as part of the Sites process improvement plan for Joint Commission (JC), Inspector General (IG), or pre-deployment evolutions.

For additional information contact your IHS: <http://www.vaccines.mil/map>